

## **SFR Medical exists to expedite the provision of high quality medical evidence.**

This medical evidence is a combination of medical records and medical statements. The medical statements we produce are in the format of either an SFR1 (MG22b) and SFR2 (MG22c) and in rare circumstances an MG11. They are typed, jargon-free, structured in an easy-to-read format, and comprise all information from the multiple medical institutions and medical specialities a victim was assessed by (during the period stated on the consent form).

## **We have a simple, one-contact structure for all requests.**

One of our Client Relationship Managers (CRMs) will manage all requests from your force. The CRM ensures the relevant medical records are obtained and assigned to one of our Medical Transcribers – all experienced doctors and nurses trained on how to write high quality medical statements that are free from medical jargon. Every SFR is reviewed by one of our Operations Managers, with any necessary amendments made prior to it being made available to the requesting officer by the CRM. Our process makes obtaining medical evidence easy for officers, administrative medical staff and health professionals; lightening the workload for both UK police forces and NHS staff.

## **We have both a standard and an urgent request service.**

With our standard service, we have reduced the average waiting time for medical statements from over three months to less than ten working days. If there is a suspect in custody or if there is a trial in the next seven days however, our urgent service endeavours to complete request within 24 hours (and if relevant, before the PACE clock ends). Our current average turnaround times for our standard service is between two and eight working days, and for our urgent service between 2 hours 48 minutes and 5 hours 30 minutes.

## **FCN approved and nationally approved**

Medical SFRs are now a nationally approved format of medical statements. The Forensic Capability Network (FCN) has approved our process and provides support for forces with procurement, contracts and standardisation of monthly management information and pricing.

## **New innovative products and services**

We love having ideas that spark new products and services at SFR Medical! Our latest offering is 3D Visual Reconstruction reports: reports containing images produced from a victim's own CT and MRI images which excellently illustrate injuries. These help to relay the gravitas of an injury to lawyers and juries. Additionally, we offer webinars which help the training of officers in regards to medical evidence, for instance on consent-taking.

